 **B&M Waste Services**

Role Profile: Credit Controller

**Location: Bromborough**

**Working hours:** Monday to Friday; 08:30 – 17:00

**About**

B&M Waste Services is a customer-centric, forward thinking waste and recycling solutions provider with depots located on the Wirral, in Manchester, Preston, Leeds and most recently, Birmingham. Our award winning, family run business is seeking talented, hardworking and ambitious people to help us further grow our business. We are an Equal Opportunities employer and go above and beyond to ensure our staff are some of the happiest in our industry.

**The Role**

Reporting into the Head of Transactional Services, the role of our Credit Controllers is ultimately to collect our cash in a timely manner whilst minimising our business to bad debts.

You will be expected to do this in a collaborative manner, working with all of our internal and external stakeholders to ensure that we deliver the highest level of customer service whilst achieving our targets.

**Responsibilities:**

* Managing your portfolio of customers to ensure that our customers pay to the agreed payment terms.
* Providing the highest level of customer service to internal and external customers.
* Dealing with a high volume of customers on the telephone.
* Maintaining customer records to ensure there are no delays in receipt of invoices/statements.
* Updating our accounts receivable system, Credit Hound, with the records of all collection activity carried out.
* Processing card payments.
* Issuing electronic direct debit mandates and entering them onto our operating system.
* Issuing copy invoices to customers on an ad-hoc basis.
* Building a rapport with customers.
* Handling statement reconciliations and building WIP statements to ensure we communicate effectively with customers.
* Escalate any concerning issues to your immediate line manager, the Credit Control Team Leader.
* Managing any queries through our query management system.

**The Ideal Candidate**

The ideal candidate will have at least 2 years experience within a credit control team dealing with a high volume of transactions. You will be tenacious, organised and always have customer service at the forefront of your mind.

You will be comfortable handling statement reconciliations and preferably have experience of transacting with customers via online portals such as ProActis, Tradex, Dwellant, etc.

You will be able to demonstrate experience a successful track record of achieving cash collection targets, reducing aged debt and minimising bad debts.

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| **Qualifications**  **Essential:**  **Desirable:**  ICM Level 3 | **Experience**  **Essential:**  2 years credit control experience.  **Desirable:**  Customer service experience. |
| **Skills**  **Essential:**  High level of written and oral communication.  Strong Microsoft Excel skills.  Conflict resolution.  Assertive telephone manner.  **Desirable:** | **Knowledge**  **Essential:**  End to end credit control process.  **Desirable:**  SAGE  SAGE CRM  AMCS  Credit Hound |

**Company Info**

* The Health, Safety and Wellbeing of our employees is very important to us.
* It is your responsibility to take reasonable care of your own and other people’s Health and Safety and must cooperate with us on Health and Safety matters.
* You will represent the company in a professional capacity at all times.